



**Minutes of the Consumer Advisory Council  
1200 – 1300 hours  
2030 Bristol Circle, Suite 110, Oakville ON  
Board Room  
Tuesday, September 29, 2015**

**ATTENDANCE**

Present		Absent with Regrets
Narendra Shah, Board Member (Chair)	Rene Ferri (AO)	Lisa Gammage, Director Quality
Beverley John, CEO	Al Reeves (SH) – t/c	Ken Chapman (SH)
Carole Beauvais, Director Programs	Garry Stockfish (AO) – t/c	Arnie Makins (SH)
Yvonne Hodge, AO Manager	Germain Fossenier (SDL)	Susan Stefanchik (SDL)
Steve Sicurella, Director Finance & IT	Sybill Brand (SDL) – t/c	
Robert Hibbard, Recorder		

**1.0 WELCOME**

N. Shah called the meeting to order at 1200 hours and thanked all members for their willingness to participate on the Council.

**1.1 Quorum**

The Consumer Advisory Council meeting quorum was confirmed.

**2.0 CONSENT AGENDA**

It was **moved by** C. Beauvais and **seconded by** Y. Hodge *that the agenda be approved. Carried.*

It was **moved by** R. Ferri and **seconded by** B. John *that the previous minutes be approved. Carried.*

**3.0 MATTERS REQUIRING DECISION**

**3.1 McCallen Fund**

It was discussed that in today’s environment, the McCallen Fund monies have been designated by the Ministry as Type 3 Funds, and as such, are reclaimable by the Ministry if unspent by the end of this fiscal year. This issue was brought before the Council to discuss how to move forward. It was observed that the monies in the fund had been initially fundraised.

**Action S. Sicurella:**

- a) Have discussion with the MH LHIN rep re: the fact that the monies are fundraising dollars.
- b) Have a conversation with the Ministry of Health Long Term Care rep for ARR who would be involved in the reclaiming of the fund money to get extra clarification.
- c) Once Actions a and b completed above, send letter to the original Nucleus consumer membership who were involved in the fundraising to determine next steps. Bring to next Council meeting.

**Action A. Reeves and G. Stockfish:** Generate list of original consumer members and send to S. Sicurella.

**Action R. Hibbard:** Keep this item on the agenda for next Consumer Advisory Council meeting.

#### 4.0 MATTERS FOR DISCUSSION

##### 4.1 Actions from Previous Minutes

**Action i** – Consumer Handbook: The work with former Board Member didn't work out. Was discussed that it may be good idea to focus on a more condensed version of the handbook, and release a fuller version at a later date. **Action L. Gammage:** Circulate current version of the handbook to R. Ferri, G. Fossenier and S. Brand for them to review.

**Action ii** – Supervisor Coverage: Has been set up from 0600 to 2230. **Action L. Gammage:** Need to clarify in the Consumer Handbook the issue of 24 hour on call service – that phone calls at night to be of an urgent nature.

**Action iii** – Website Phone Number Contact: Current phone number on the website is sufficient for providing feedback to the organization, as the content is forwarded to the appropriate staff for follow up. **Action R. Hibbard:** Add a confidentiality disclosure statement on the Feedback Form webpage.

**Action iv** – Consumer Rep Preferred Communication – Completed.

**Action v** – Consumer/Client Feedback – No feedback had been received. See Item 4.3 of this agenda for completed action item.

##### 4.2 Update From Nucleus

B. John was pleased to share the following information with the Council members.

- North West Mississauga and South West Mississauga Health Links are collaborating – expect to be operational by October 1, 2015. Have hired a Quality Coordinator and a Program Manager. Now advertising for the Engagement Coordinator position, which will provide a significant role in community engagement. MHLHIN's target is to have 200 clients on Health Links service by March 31, 2016. **Action R. Hibbard:** Circulate Health Links slide deck with the next Council agenda in preparation for next meeting.
- The inaugural Partnering for a Healthier Tomorrow Awards event will be hosted by the Mississauga Halton LHIN on Wednesday, September 30, 2015. Nucleus, along with our collaborating partners, submitted proposals for two of our programs, and were successful in having them selected for recognition at the upcoming event. The two programs are:
  1. Caregiver ReCharge Service: In-Home Respite Program
  2. Regional Learning Centre

Comments Provided by Council Members Following Nucleus Update:

- Request to receive updated Nucleus organizational flowchart. **Action R. Hibbard:** Append most recent organizational chart to the minutes.
- Observation of being short-staffed in Supportive Housing. New employee will be starting in 2 weeks in a new full time position in Supportive Housing – will be a Supervisor/Care Coordinator role.

##### 4.3 Use Consumer or Client Language

Following discussion, it was decided that the Council members preferred to continue using the word "Consumer" in reference to those receiving service from Nucleus.

##### 4.4 Accreditation

The accreditation site survey will be scheduled for Spring of next year. We will be submitting our Request for Survey in December 2015.

**4.5 Client Satisfaction Survey Update**

This survey was completed in March 2015 and highlights were presented to the Council. The results are being reviewed for next steps. The issue of scheduling was identified as being of particular concern from the survey data. Feedback seen as valuable, and the organization is committed to work diligently to address the sited concerns.

**5.0 INFORMATION ONLY ITEMS**

N/A

**6.0 EDUCATION RESOURCES**

N/A

**7.0 MEETING EVALUATION AND QUESTIONS**

The Council members were happy with the content and flow of the meeting.

**8.0 DATE AND TIME OF NEXT MEETING –December 2, 2015****9.0 ADJOURNMENT**

There being no other business the meeting adjourned at 1320 hours.

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Chair, Consumer Advisory Council

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CEO/Executive Director

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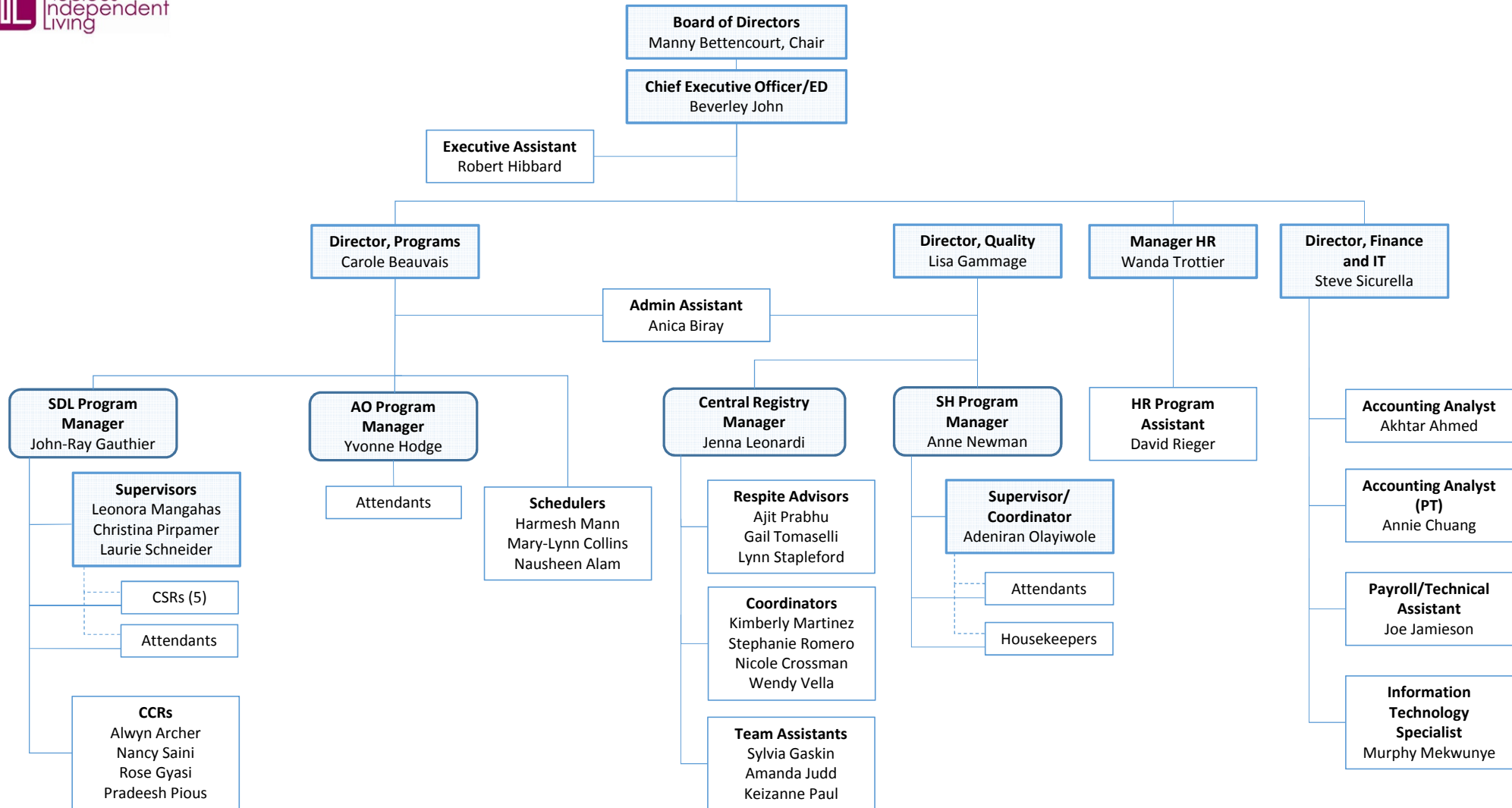
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Date



## Nucleus Independent Living Organizational Chart



Revised: Oct 14, 2015